# Contact Details

Please note that some of the contact details on this PDF document may not be current.

Please use the following details if you need to contact us:

Telephone: 0844 879 3588
Email: customer.services@gdcgroup.co.uk

The customer support section of our website also features a wide range of information which may be of use to you and is available 24 hours a day. It includes:

- Operating and installation instructions
- Easy 'How to use' guides for storage heaters
- Service and repairs
- Where to buy our products
- Literature downloads
- Heating requirement calculator

Visit - www.dimplex.co.uk/support

# Presada PRS20

08/19997/0 (UK) Issue 0

The product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3 which cover the essential requirements of EEC Directives 73/23 and 89/336

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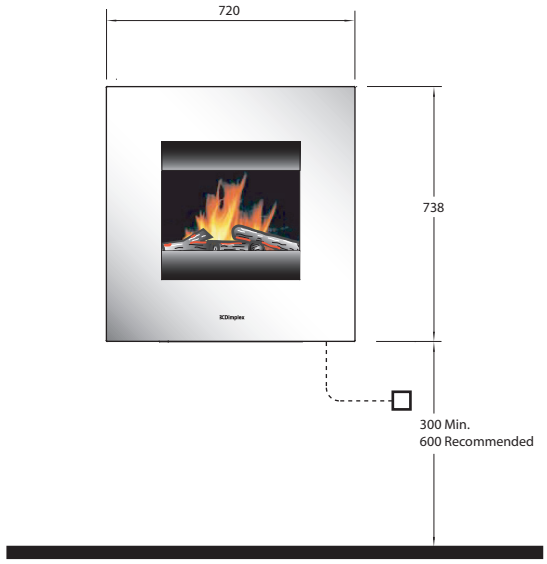
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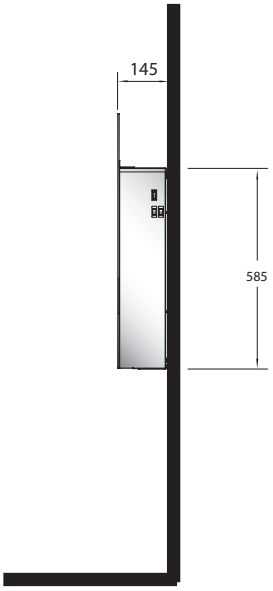
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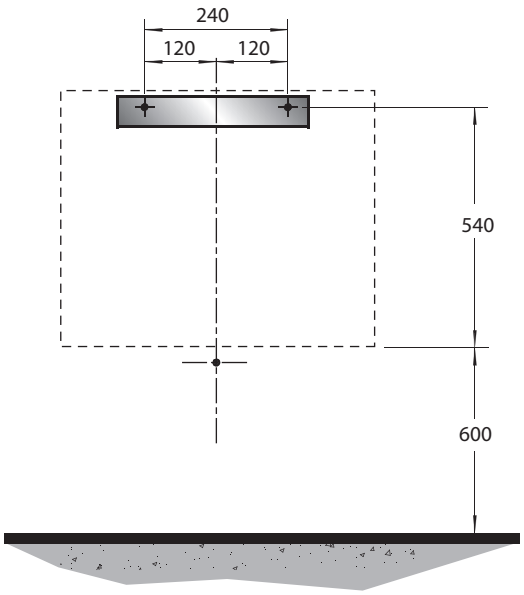
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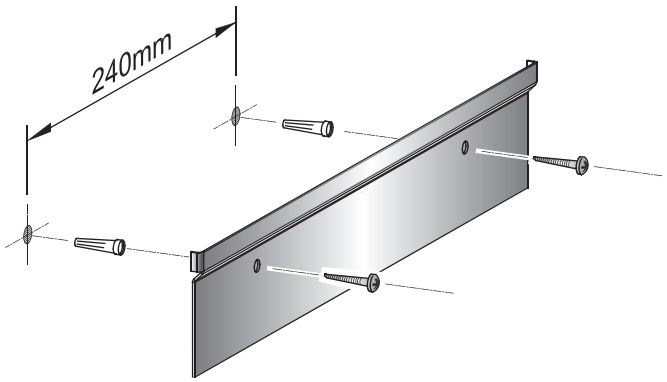
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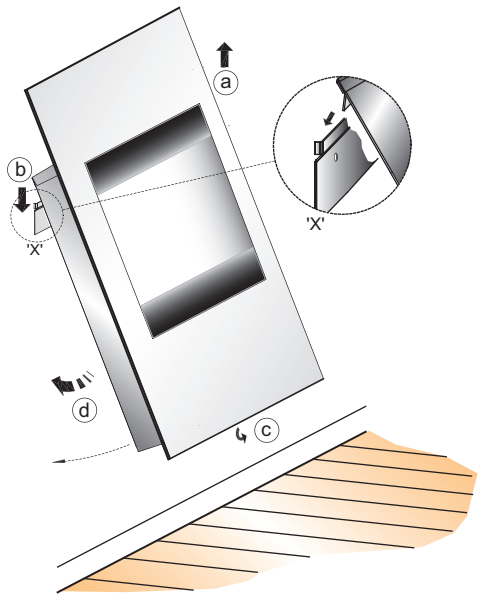
a
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'X'
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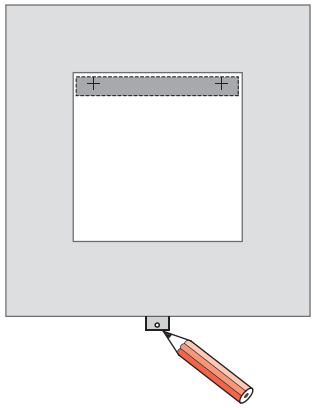

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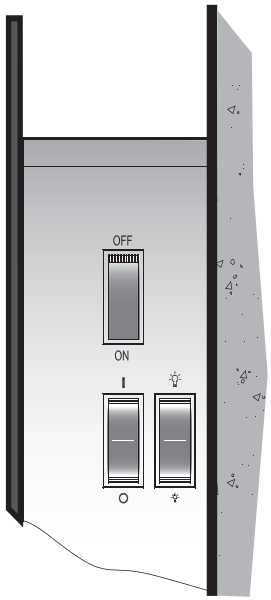


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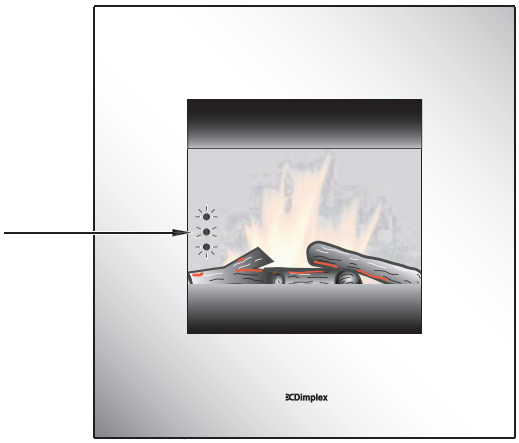


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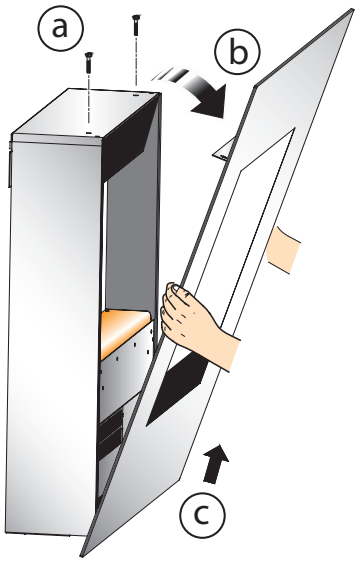


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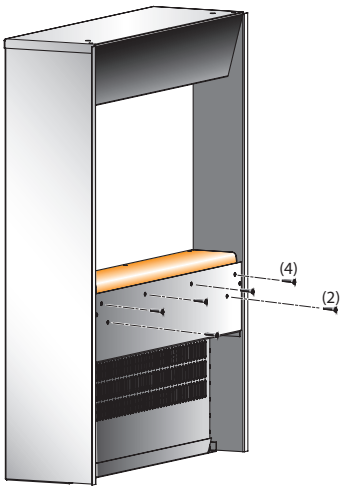


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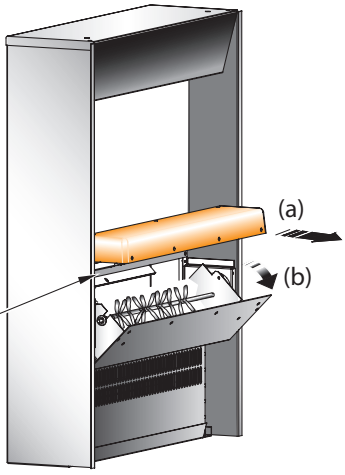


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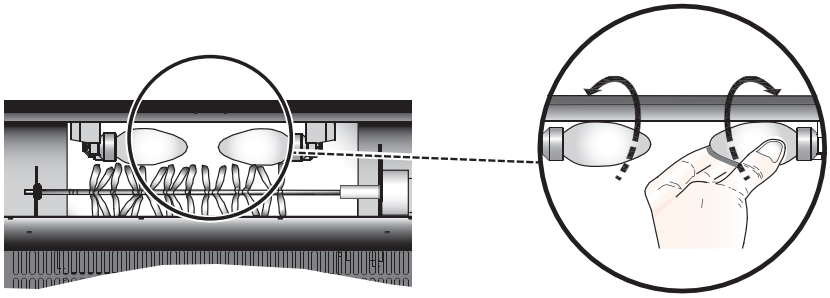


# Presada PRS20 Wall Fire

**IMPORTANT: THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE**

## Important Safety Advice

**When using electrical appliances, basic precautions should be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:**

**If the appliance is damaged, check immediately with the supplier before installation and operation.**

**Do not use this heater in the immediate surroundings of a bath, shower or swimming pool.**

**Do not use outdoors.**

**This heater must not be located immediately above or below a fixed socket outlet or connection box.**

**Do not cover or obstruct in any way the heat outlet grille located underneath the heater. Overheating will result if the heater is accidentally covered.**

**In the event of a fault unplug the heater.**

**Unplug the heater when not required for long periods.**

**The supply cord must be placed on the right hand side of the heater away from the heat outlet underneath the heater.**

**Although this heater complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs.**

**This appliance is not intended for use by children or other persons without assistance or supervision if their physical, sensory or mental capabilities prevent them from using it safely. Children should be supervised to ensure that they do not play with the appliance.**

**The appliance must be positioned so that the plug is accessible.**

**If the supply cord is damaged it must be replaced by the manufacturer or service agent or similarly qualified person in order to avoid a hazard.**

**Caution: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.**

## Electrical

**WARNING – THIS APPLIANCE MUST BE EARTHED**

This heater must be used on an AC ~ supply only and the voltage marked on the heater must correspond to the supply voltage. The supply circuit to the heater must incorporate a double pole isolating switch having a contact separation of at least 3mm. Do not switch the appliance on until properly installed. Please read all the safety warnings and operating instructions.

## General

Unpack the heater carefully and retain the packaging for possible future use, in the event of moving or returning the fire to your supplier.

Contents of Carton.

- Heater.
- Wall fixing bracket.
- Fixing screws and wall plugs.
- Remote control and batteries ( 2 AAA's type).
- Spare bulb.

Do not connect the heater to an electricity supply until it is installed on a wall correctly. - see 'Installation'.

A choice of 1kW or 2kW heat output is provided by the fan heater, which is concealed underneath the unit.

The heater can be used remotely or manually. - see 'Operation'.

General features of remote control are:

- Heat output can be increased or decreased according to your particular requirements.
- The illumination of fuel effect can be increased or decreased.

Please note: Used in an environment where background noise is very low, it may be possible to hear a sound which is related to the operation of the flame effect. This is normal and should not be a cause for concern.

## Installation

**Do not connect appliance until properly fixed to the wall and the Instruction leaflet is read fully.**

**The minimum distances must be observed.**

For installation of the appliance, care must be taken not to damage concealed cables.

Please be careful while drilling the holes.

This model is designed to be permanently fixed to a wall at a minimum height of 300mm.

The wall bracket must be fitted horizontally and the cable routed to the bottom right of the heater as in **Fig. 1**.

A height of 600mm from bottom of heater to floor is recommended for optimum viewing of fuel bed (see **Fig. 2** for recommended fixing dimensions).

For optimum viewing mark the top two screw fixing positions on wall in accordance with the recommended fixing dimensions - see **Fig. 2**.

Fix the wall bracket using the two plugs and screws provided - see **Fig. 3**.

Note: Fix the appliance to the wall using the screws and wall plugs provided, but these fixings do not suit all types of walls. IT IS IMPORTANT THAT THE FIXING DEVICE CHOSEN IS APPROPRIATE TO THE WALL MATERIAL TO WHICH THE FIRE IS BEING FIXED. SOME MODERN INTERNAL BUILDING MATERIALS ARE VERY LOW DENSITY BLOCK AND REQUIRE SPECIALIZED FIXING DEVICES TO PROVIDE A SAFE, SECURE INSTALLATION.

Carefully lift the heater up ensuring that the top rear ledge of heater engages the wall bracket and is sitting centrally positioned - see **Fig. 4** (b).

Rotate the bottom fixing bracket down - see **Fig 4.** (c).

Gently bring the heater level with the wall - see **Fig 4.** (d).

Mark the bottom hole position (see **Fig. 5**), remove the heater ensuring that the bottom fixing bracket is rotated up.

Drill and fit wall plug.

Refit the heater to the wall fixing bracket (i.e. follow steps as in **Fig. 4** a, b, c and d above) and rotate the bottom fixing bracket down again and use the screw provided to permanently fix the heater in place.

The heater should not be connected until the instruction leaflet is read fully.

## Manual & Remote Operation

| Setting | Operation | Setting |
|---|---|---|
| Flame Effect | | *Bottom Neon* |
| Flame Effect & 1Kw Heat | Press the '**I**' button | *Middle Neon* |
| Flame Effect & 2Kw Heat | Press the '**I**' button again | *Top Neon* |

The switches are located at the right hand side of the heater.

The Standby switch must first be turned 'ON' to operate the heater manually or by remote control.

Note: It takes some time for the receiver to respond to the transmitter. DO NOT PRESS the buttons more than once within two seconds for correct operation.

To go to the previous settings press the ○ button.

Pressing the ○ button on the remote turns off the light & heat settings. To resume press the ▌ button until the desired setting is reached - see **Fig. 8**.

To increase or decrease the brightness of the flames, use the dimmer button or the ♀ button on the Remote Control. The heat setting will remain the same.

To turn off the power the Standby Switch must be turned 'OFF'.

## Instructions for fitting pebbles

This model is provided with a pebble fuel effect, which is packed separately in the carton. To fit follow the instructions given below.

The front panel will need to be removed in order to change the fuel bed.

**Warning - The front panel should only be taken off once the fire has been fully secured to the wall.**

**This should only be done when the appliance is switched off.**

**Warning -** Take care handling the front panel as it can be easily damaged.

a. Remove the two screws which hold the front panel in place - see **Fig. 9**.

b. While holding the front by its sides with both hands carefully tilt forwards - see **Fig. 9**.

c. Then lift **up** and **out** - see **Fig. 9**

Place the front panel flat on a protective surface such as a matt with the glass facing away from the floor.

Remove the (4) screws securing the log effect - see **Fig. 10**.

Lift the log effect up and out, taking care not to damage the logs as they are fragile.

Fit the flat bed fuel effect ensuring that the bracket to the rear on the fuel effect slots in between the fuel effect retaining bracket and the rear glass - see 'x' in **Fig. 11**.

Remove the pebbles from the packaging and arrange on the fuel bed.

Refit the front panel ensuring that its base is held in place i.e. that it slots into the channel on the frame, reversing the steps as outlined previously.

## Lamp Replacement

**WARNING – ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE REMOVING LAMPS.**

**Warning -** The lamps reach high temperatures during operation. For this reason, allow the lamps to cool down after switching off the appliance.

The front panel will need to be removed in order to change lamps.

**Warning -** Take care handling the front panel as it can be easily damaged.

a. Remove the two screws which hold the front panel in place - see **Fig. 9**.

b. While holding the front by its sides with both hands carefully tilt forwards - see **Fig. 9**.

c. Then lift **up** and **out** - see **Fig. 9**

Place the front panel flat on a protective surface such as a matt with the glass facing away from the floor.

Remove the (4) screws securing the log effect - see **Fig. 10**. Lift the log effect up and out, taking care not to damage the logs as they are fragile.

Remove the (2) screws securing the hinged cover - see **Fig. 10**. Tilt the hinged cover (see 'b' in **Fig. 11**).

Remove the defective lamp by unscrewing it as shown in **Fig. 12**. Replace with a 60W E14 SES Clear Candle bulb. Take care not to over-tighten the lamp.

**Steps for reassembling the heater**

Refit the fuel effect ensuring that the bracket to the rear on the fuel effect slots in between the fuel effect retaining bracket and the rear glass - see 'x' in **Fig. 11**.

Refit the front panel ensuring that its base is held in place i.e. that it slots into the channel on the frame, reversing the steps as outlined previously.

## Thermal Safety Cut-out

For your safety, this appliance has been fitted with thermal cut-out. In the event that the product overheats, the cut-out switches the heat off automatically.

To bring the heat back into operation, remove the cause of the overheating, then unplug or turn off the electrical supply to the heater for up to 10 minutes.

When the heater has cooled sufficiently, re-connect and switch on the heater.

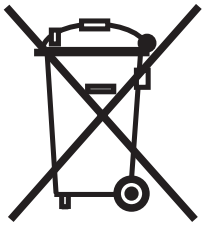
Caution: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

## Cleaning

**WARNING – ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE CLEANING THE HEATER.**

For general cleaning use a soft clean duster – never use abrasive cleaners. The glass viewing screen should be cleaned carefully with a soft cloth. DO NOT use proprietary glass cleaners.

## Recycling



For electrical products sold within the European Community.

At the end of the electrical products useful life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country.

## After Sales Service

Your product is guaranteed for one year from the date of purchase.

Within this period, we undertake to repair or exchange this product free of charge (excluding lamps & subject to availability) provided it has been installed and operated in accordance with these instructions.

Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.

Should you require after sales service you should contact our customer services help desk on 0845 600 5111. It would assist us if you can quote the model number, series, date of purchase, and nature of the fault at the time of your call. The customer services help desk will also be able to advise you should you need to purchase any spares.

Please do not return a faulty product to us in the first instance as this may result in loss or damage and delay in providing you with a satisfactory service.

Please retain your receipt as proof of purchase.

Glen Dimplex UK Limited
Millbrook House
Grange Drive
Hedge End
Southampton
Hampshire. SO30 2DF

UK customer help line (8.00AM – 6.00PM Mon-Fri; 8.30AM-1.00PM Sat)

| | | |
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| Republic of Ireland | Tel. | 01 8424833 |


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